

## Enterprise Incident Report Nov 2010

As of 12/1/2010

### Labor Commission

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

**Top Number - Total Incidents**  
**Bottom Number - First Contact Resolution**

Customer Company	Low	FCR Total
Labor Commission	52 38	52 38
<b>Customer Company Total</b>	52 38	52 38

## Enterprise Incident Report Nov 2010

As of 12/1/2010

### Labor Commission

#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Labor Commission	52 6	52 6
Customer Company Total	52 6	52 6

## Enterprise Incident Report Nov 2010

As of 12/1/2010

### Labor Commission

#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**  
**Bottom Number -Average time in hours**

Customer Company	Low	ATTIR Total
Labor Commission	52 0.20	52 0.20
<b>Customer Company Total</b>	52 0.20	52 0.20

## Enterprise Incident Report Nov 2010

As of 12/1/2010

### Labor Commission

#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Labor Commission	52 0	52 0
Customer Company Total	52 0	52 0

## Enterprise Incident Report Nov 2010

As of 12/1/2010

### Labor Commission

#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Labor Commission	52 0.28	52 0.28
Customer Company Total	52 0.28	52 0.28

## Enterprise Incident Report Nov 2010

As of 12/1/2010

## Labor Commission

## Detail

<b>INC000000212693</b>	Jamie Kittrell	Telecom	None	None		TIR Missed:	No	TIR:	0.30
	Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.67
<b>INC000000212781</b>	John P Groesbeck	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.15
	Help Desk	Brenda Treadway	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.15
<b>INC000000213373</b>	Terri DeVries	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000213491</b>	Dennis Flynn	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000213932</b>	Evelyn S Partner	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	1.20
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	1.20
<b>INC000000214290</b>	Dennis Flynn	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.05
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.17
<b>INC000000214318</b>	Shirley Cordova	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000214324</b>	Alan L Hennebold	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000214371</b>	William Adams Jr	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000214598</b>	Shaheen Safiullah	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000214605</b>	Harold Stephens	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000214683</b>	Joy Lawrence	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000215018</b>	Kenney Christensen	Application	Password	Utah Master Directory		TIR Missed:	Yes	TIR:	1.82
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	1.83
<b>INC000000215025</b>	Tonya Gallegos	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000215146</b>	Kenney Christensen	Network	None	None		TIR Missed:	No	TIR:	0.17
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.17
<b>INC000000215183</b>	Jo Ann Lowther	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.15
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed:	No	TTR:	0.15

# Enterprise Incident Report Nov 2010

As of 12/1/2010

## Labor Commission

<b>INC000000215275</b>	Ami Windham	Application	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.00
Help Desk	Eileen Dubach	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000215292</b>	Lois Gutierrez	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000216005</b>	Jo Ann Lowther	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.45
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.45
<b>INC000000216184</b>	Shirley Cordova	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000216490</b>	David Lamb	Remote Connectivity	Performance	None	TIR Missed: No	TIR: 0.28
Network Operations	John Stevens	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.57
<b>INC000000216800</b>	Lola Chacon	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000217018</b>	Clark T Clements	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.02
<b>INC000000217080</b>	Todd Newman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000217661</b>	Lola Chacon	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.42
<b>INC000000217841</b>	Lorrie Lima	PC/Laptop	Performance	None	TIR Missed: Yes	TIR: 1.26
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR: 1.26
<b>INC000000217928</b>	Nancy Boling	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000218086</b>	Elena Bensor	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000218245</b>	Harold Stephens	Network	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000219086</b>	Tonya Gallegos	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.05
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR: 1.05
<b>INC000000219294</b>	Hideko Fairbanks	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000220926</b>	Tonya Gallegos	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000221125</b>	Eldon Tryon	None	None	None	TIR Missed: No	TIR: 0.31
Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR: 0.31

# Enterprise Incident Report Nov 2010

As of 12/1/2010

## Labor Commission

<b>INC000000221227</b>	Josef Sharp	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.11
	Voice/Data/WAN Services	Art Scott	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.42
<b>INC000000221787</b>	Josef Sharp	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.09
	Voice Operations	Annette Nielsen	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.18
<b>INC000000222302</b>	Amy Hallissey	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000222898</b>	Bobbi Smith	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	1.57
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	1.57
<b>INC000000225156</b>	Alicia Zavala-Lopez	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	1.49
<b>INC000000225227</b>	Clark T Clements	Application	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000225299</b>	Dennis Crenshaw	Application	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000225305</b>	Kate McNeill	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000225421</b>	Jerry Pincock	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.26
	Help Desk	Brenda Treadway	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.27
<b>INC000000225440</b>	Jerry Pincock	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.22
<b>INC000000225440</b>	Jerry Pincock	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.22
<b>INC000000225445</b>	Heather Gunnarson	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000225452</b>	Jose Blanco	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.04
<b>INC000000225708</b>	Jamie Kittrell	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.08
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.12
<b>INC000000225716</b>	Heather Gunnarson	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.05
	Help Desk	Brenda Treadway	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.06
<b>INC000000225922</b>	Dave Bloomfield	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.15
<b>INC000000226314</b>	Jamie Kittrell	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed:	No	TTR:	0.15



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As of 12/1/2010

## Labor Commission

<b>INC000000226360</b>	Heather Gunnarson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000226511</b>	Dennis Flynn	Application	Password	None		TIR Missed: Yes	TIR:	1.12
	Metro A Desktop Support	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.12